

Important note to applicants: All applicants must submit their job application and resume through the DC Office of Personnel for this position. Applications are not accepted at ABRA itself. Job applications, vacancy announcements, and the online job application process may be found at the DC Office of Personnel's website, at www.dcop.dc.gov. When searching the DC Office of Personnel's website, take careful note of the Job Posting reference number listed below.

Job Description

Before proceeding, please print the job description for reference when completing an online application for this position. For example, you will need to refer to the Ranking Factors when responding to your competencies on the application.

Job Title: CONTACT REPRESENTATIVE

Location: 941 North Capitol Street NE

Reference: 2348

Pay Plan, Series & Grade: DS-962-07

General Job Information

Salary Range: \$32,499 - \$4,1805

Closing Date: November 14, 2005

Tour of Duty: 8:15 am to 4:45 pm, Monday through Friday.

Area of Consideration: Open to the general public.

Promotion Potential: No known promotion potential.

Number of Vacancies: Two (2)

Agency: Alcoholic Beverage Regulation Administration.

Duration of Appointment: Term Appointment NTE: 13 months

Collective Bargaining Unit (Union): This position is in the collective bargaining unit represented by AFSCME 2743 and you may be required to pay an agency service fee through direct payroll deduction.

Opening date: October 28, 2005.

Duties

Brief Description of Duties:

Incumbent explains each program function and requirements; resolves any routine discrepancies individuals may have or answers questions presented by applicants on requirements for permits Or licenses. Enters information into the database as appropriate for alcoholic beverage license, renewals, and importers licenses. Maintains files and updates as appropriate for a variety of licenses. Updates files as appropriate for a variety of permits. Answers telephone inquiries and provides information based on training from Program Manager. Contacts other agencies or organizations to request expedited action or information on problem cases.

Basic Requirements: One (1) year of Specialized Experience.

Qualifications

Specialized Experience: Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization.

Substitution of Education: A substitution of education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application.

Submission of Ranking Factors: The following ranking factors will be used in the evaluation process. All applicants MUST respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that include the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. FAILURE TO RESPOND TO ALL RANKING FACTORS MAY ELIMINATE YOU FROM CONSIDERATION.

Ranking Factors

Ranking Factor #1: Knowledge of the Alcoholic Beverage Regulation Administration and its operating entities in order to recognize materials and identify relationships to new materials, and provide accurate information to the public.

Ranking Factor #2: Knowledge of records management to complete assignments.

Ranking Factor #3: Ability to communicate orally in order to obtain required information.

Ranking Factor #4: Knowledge of personal computers and basic computer programs such as MS Word, MS Excel, and MS Outlook electronic mail, calendar, and contact functions.

Working Conditions: The work is performed primarily in an adequately lighted, heated, and ventilated office.

Conditions of Employment

Physical Effort: The work is primarily sedentary in nature with intermittent periods of walking, standing, bending, stooping, and carrying of light weight items such as books, files, and papers.

Priority Consideration

Displaced Employee Priority Placement: Eligibles for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

Employment Benefits

Promotion Potential: No known promotion potential.

Residency Requirement

Residency Preference Amendment Act of 1998: An applicant for a position in the Career Service or for an attorney position (DS-905) in the Excepted Service who is a bona fide resident of the District of Columbia AT THE TIME OF APPLICATION, may claim a hiring preference over a non-resident applicant. To be granted preference, an applicant must: (1) be qualified for the position; and (2) claim preference at the time of application. Except for employees entitled by law to preference, preference will not be granted unless the claim is made at the time of application.

Information to Applicants

Veterans Preference: Applicants claiming veterans preference must submit official proof at the time of application.

Salary Reduction of Reemployed Annuitants: An individual selected for employment in the District Government on or after January 1, 1980, who is receiving an annuity under the District Government civilian retirement system, shall have his or her pay reduced by the amount of annuity allocable to the period of employment.

Drug-Free Workplace: Pursuant to the requirements of the Drug-Free Workplace Act of 1988, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

Other Information: "THIS POSITION MAY BE CONVERTED TO PERMANENT WITHOUT FURTHER COMPETITION."

How to Apply

Where to Apply (Reeves Center):

D.C. Office of Personnel

2000 - 14th Street, N.W., Fourth Floor

Washington, D.C. 20009

Contact Information: Mable Price (202) 671-1830

Disposition of Resume: Resumes received outside the area of consideration and/or after the closing date will not be given consideration. You must resubmit your resume to receive consideration for any subsequent advertised position vacancies.

Posting Cancellation: A non-competitive selection of an eligible candidate from the Agency Reemployment Priority Placement Program (ARPP) or the District's Displaced Employee Program (DEP) will result in the cancellation of this announcement.

Closing Statement

Job Offers: Official Job Offers are made by the D.C. Office of Personnel Only.

EEO Statement: The District of Columbia Government is an Equal Opportunity Employer.

Equal Opportunity Employer: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.

Notice of Non-Discrimination: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.